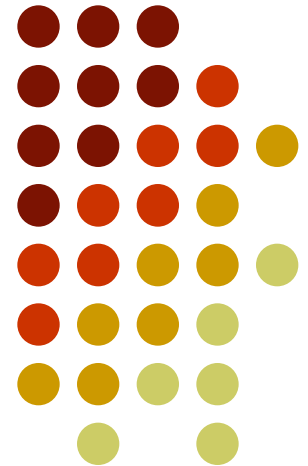




Stage 2 Launch

KCIT Reorganization
Implementation Team Training

10.01.08





Transition Team Objectives

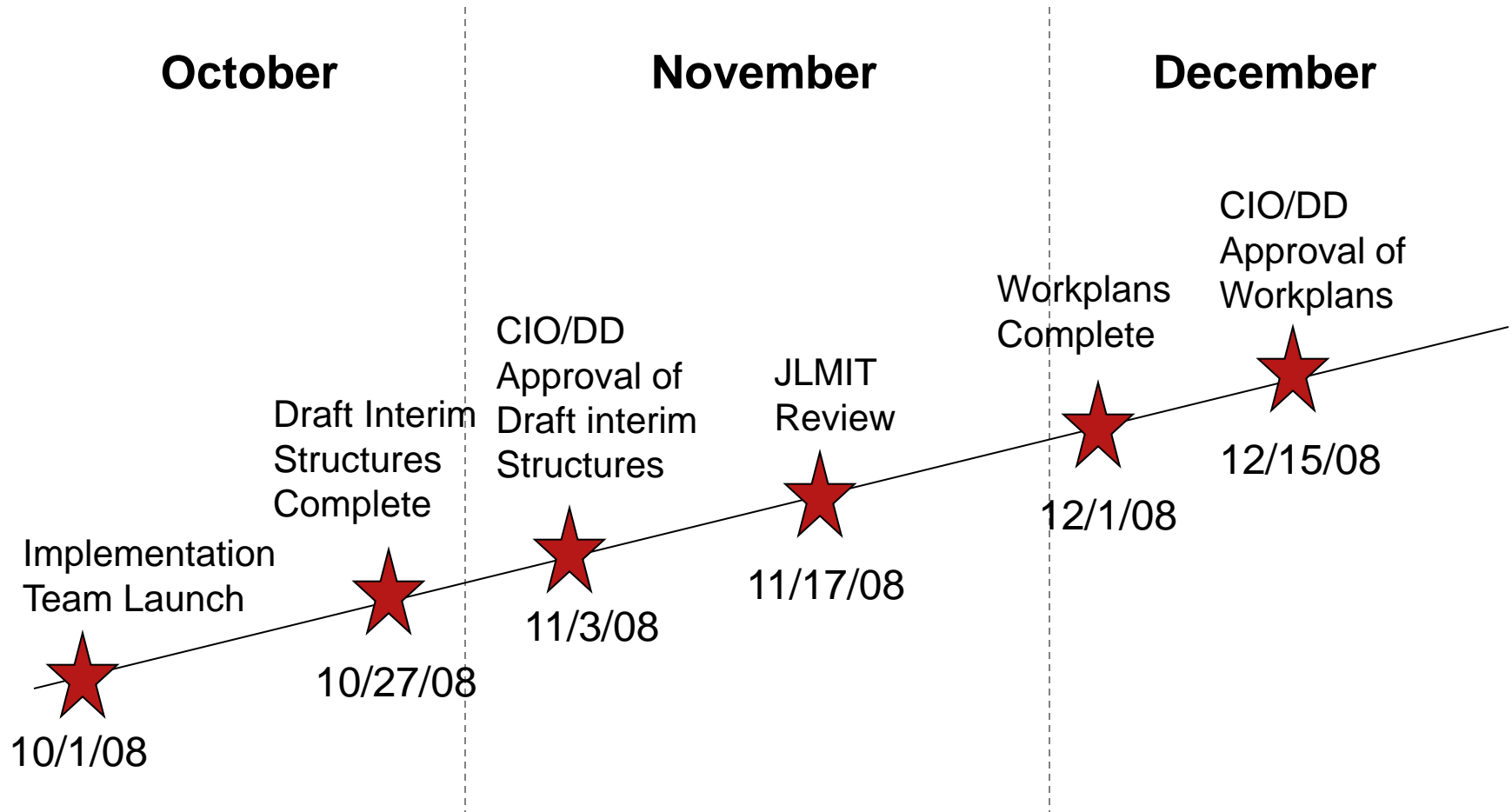
- Stage 1: Framework for IT Transition
 - Identify departmental communication approach
 - Document current IT structure
 - Develop future IT structure
 - Identify matrix relationships
 - Identify critical issues and success factors
- Stage 2: Implementation Planning
 - Design phasing plan if needed
 - Identify transition objectives and action steps
 - Create charters for functional areas



Observations from Stage 1

- Common templates were useful
 - so we're using them again
- But not reading instructions led to confusion.
 - when you are starting a new activity go over the instructions with the full team
- Extended teams provide helpful input and feedback
 - you are encouraged to continue with that approach
- Larger teams need more facilitative support
 - plan ahead - both agendas and how you will complete the agenda
- ITSDMs were expected to do most of the work between meetings – teamwork and delegation was difficult due to competing priorities
 - implementation will require a team approach

Stage 2 Teams' 2008 Target Dates



4 Team Deliverables



Activity 6: Issues and Objectives Checklist

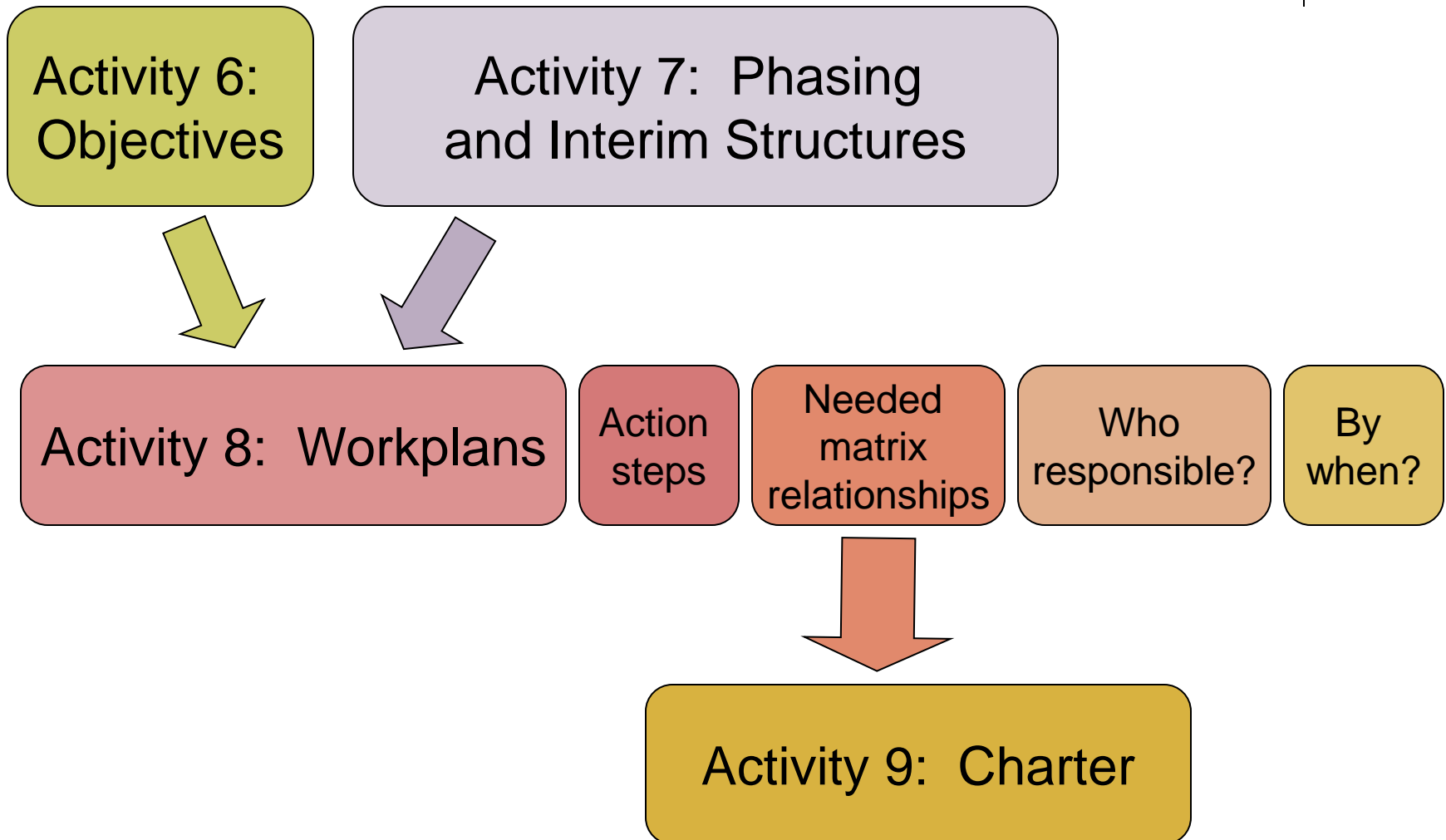
Activity 7: Transition Phasing & Interim
Structures

Activity 8: Work Plans

Activity 9: Functional Area Charters



Activities are Inter-related



Activity 6



Issues and Objectives Checklist

- Confirm department-level critical issues and critical success factors
- Define objectives related to each issue

** See Handout: Activity 6 Instructions and Worksheet*



Activity 7

Transition Phasing & Interim Structures

- Define phasing plan
- Develop interim structures
- Provide rationale for phasing

** See Handout: Activity 7 Instructions and Worksheet*

Activity 8



Implementation Workplans

- Workplans include:
 - Action Steps
 - Timeframes
 - Responsible Persons
 - Key Stakeholders
 - Considerations and Resource Needs
- Complete workplans for:
 - 2009
 - 2010-2011

** See Handout: Activity 8
Instructions and Worksheet*



Activity 9

Functional Area Charters

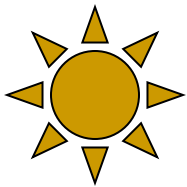
- Create charter for each IT area including:
 - Define expected service activities of functional area
 - Describe needed working agreements
 - Between IT functional areas
 - Between IT functions and business divisions

** See Handout: Activity 9 Instructions and Worksheet*



Submitting Deliverables

- As in Stage 1, submit deliverables via Basecamp
- Contact Leslie Arai for assistance enrolling new team members in Basecamp



Tip: Consider using Basecamp for team dialogue on issues!

What system-level critical issues were identified in Stage 1?



1. Job Classifications - Appropriateness
2. Job Classifications - Consistency
3. New or Modified IT Manager and Supervisor Positions
4. Skill level of IT staff
5. The color of money
6. Budgeting and finance systems for IT
7. Becoming one IT organization

How are these issues being addressed?

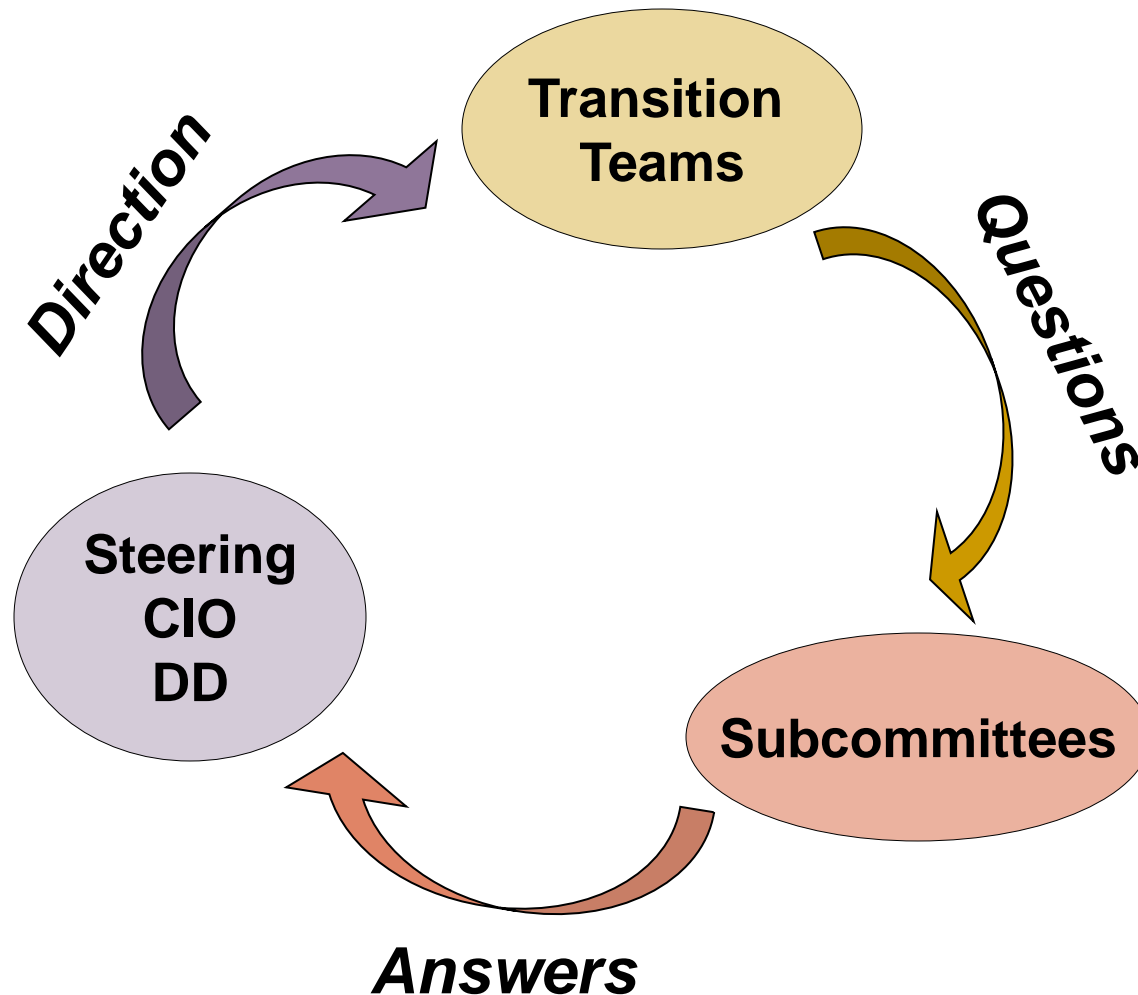
See “Critical Issues Matrix” Handout

Steering Committee Role



1. Focus on system-wide issues
 - i.e. issues that affect all or most Exec. Branch departments and need to be dealt with consistently
2. Serve as resource to implementation teams
 - * *To support both roles, two subcommittees have formed:*
 - *HRSDMs*
 - *Finance Leads*

Resolving System Issues



Early steps
11/3/08

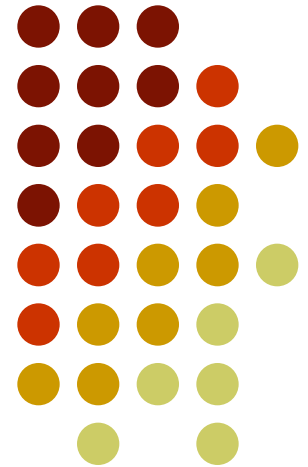
Final Plans
12/1/08

Questions?



Understanding the Context for Implementation Planning

How will concurrent change
initiatives impact transition
planning?



Overview of concurrent change initiatives



See Handout

“What’s Happening When - KCIT Reorg Initiatives”

Culture Change Initiative: Sessions



Project	Implications
<ul style="list-style-type: none">● Manager/supervisor sessions<ul style="list-style-type: none">● Culture, values, norms● Collaboration and matrix relationships	<ul style="list-style-type: none">● Deepen commitment to culture change as transition implementation happens● Establish norms about working together● Help shape how day-to-day collaboration really works● Solve real on-the-ground barriers & issues together

Culture-change Initiative: Survey



Project	Implications
<ul style="list-style-type: none">● Employee Satisfaction Survey<ul style="list-style-type: none">● Tied to Desired Results of reorganization● results in November	<ul style="list-style-type: none">● Sets baseline for measuring communication, accountability, support of staff, and customer service from employee perspective● Will be repeated every six months to measure impact of reorganization strategies

Communication Initiatives



Initiatives	Implications
<ul style="list-style-type: none">● KCIT Community Conversation (10/17/08)● Mgr/Supervisor Information session on new IT structures (11/13/08)● Emails/Newsletter (every two weeks email starting 10/2)	<ul style="list-style-type: none">● Increase in clear, consistent communication about what's happening with the Reorganization● Increase awareness by managers about IT changes in other Depts.● ITSDMs will need to provide updates for newsletter

Technology Initiative: Service Delivery



Project	Implications
<ul style="list-style-type: none">● Multi-year IT Contracting<ul style="list-style-type: none">● Opportunity analysis to be completed by 12/08● Contracts to be renegotiated as they come up for renewal in 2009 and 2010● Master contracts to be negotiated in 2009	<ul style="list-style-type: none">● Use master IT contracts when available● Cost reductions should begin in 2009 as contracts are renegotiated

Technology Initiative: Service Delivery



Project	Implications
<ul style="list-style-type: none">● Benefits Realization Plan<ul style="list-style-type: none">● Plan for documenting benefits as realized to be completed as changes implemented in 2008 -2010● Currently working on thin client deployment	<ul style="list-style-type: none">● Will need to staff and support data collection for BRP

Technology Initiative: Service Delivery



Project	Implications
<ul style="list-style-type: none">IT Project Management Toolkit and Training available June 2009	<ul style="list-style-type: none">Departments establishing new or enhanced project management functions will have updated toolkit and certification process available

Technology Initiative: Service Delivery



Project	Implications
<ul style="list-style-type: none">● Change Management Process	<ul style="list-style-type: none">● Departmental implementation of standards and process improvements will begin 3/2009 and are to be completed by 4/2010

Technology Initiative: Server Consolidation



Projects	Implications
<ul style="list-style-type: none">● Server assessment starts in October● Plan available 3/2009● Guidelines, training available 4/2009● Hardware consolidation begins 6/2009, to be completed 12/2010	<ul style="list-style-type: none">● Planning will go in parallel with structure implementation● Staffing implications will evolve over time and are not defined now

Technology Initiative: Server Consolidation



Projects	Implications
<ul style="list-style-type: none">● Enterprise SharePoint Portal being developed and file servers will be phased out<ul style="list-style-type: none">● Baseline SharePoint Services available 12/08● Document management and other SharePoint services to be fully deployed by 3/2010	<ul style="list-style-type: none">● As SharePoint comes on line and Departments enroll, collaboration and matrix relationships across IT will become easier

Technology Initiative: Workstation Standardization



Projects	Implications
<ul style="list-style-type: none">● Thin Client Hosting Service is ready	<ul style="list-style-type: none">● Depts. have options for implementation● Roll out will occur as PCs are replaced● Teams should assess potential staffing implications for their dept. in 2009 and 2010

Technology Initiative: Workstation Standardization



Project	Implications
<ul style="list-style-type: none">● Desktop Standards planning begins in November● Implementation of standard desktops for all Executive Branch Depts. expected by 12/2010	<ul style="list-style-type: none">● Planning will go in parallel with structure implementation● Staffing implications will evolve over time and are not defined now, but support requirements will decrease as the dept. roll-out occurs

Technology Initiative: Service Desk



Projects	Implications
<ul style="list-style-type: none">● Near Term improvement - web portal and single phone number by 12/08● New system and processes to be implemented across all Departments and Central IT by 12/09	<ul style="list-style-type: none">● Planning will go in parallel with structure implementation● Teams need to be thinking about how service desk functions can be best supported within their structure and provide input into the planning process

Team questions



Think about what questions you have for your team and for the whole group

